Applicant Electronic Questionnaires for Investigations Processing Handbook



January 2006



- 1. Ensure your internet browser is configured to use the E-QIP website. If you are using Internet Explorer make sure the following options are checked:
- Launch Internet Explorer
- Under the "Tools" menu select "Internet Options".
- Select the "Advanced" Tab at the top of the window.
- Scroll through the list of options. Under "Security" ensure that you place a "check mark" in the "Use TLS 1.0" block.
- Once this box is marked, click on the "Apply" button and then click on the "OK" button.
- 2. Type the following URL into the address bar for Internet Explorer and press the "Enter Key".

www.opm.gov/e-qip



- 3. After clicking the e-QIP Applicant Site, you will receive the "Testing Your Web Browser for Compatibility" page to ensure your web browser supports the e-QIP system and your web browser's Script setting. You will note that all three blocks should say "OK". Click the "Continue" block.
- 4. You should now be at the EQIP Login. Enter your SSN in the boxes provided and click on "submit". You will be prompted to answer "three" Golden Questions. If this is your first time logging into the site to start your investigation package, please do the following:
- In what year were you born? answer this question with the correct year that you were born, e.g. 1954.
- In what city were you born? answer this question with "Unknown".
- -What is your last name? answer this question with your last name, to include Jr., III, if applicable.
- 5. Click on the "submit" button at the bottom of the page to continue.



6. You will then be prompted to answer the same "three" golden questions again. This time answer the "In what city were you born?" with the correct city you were borne.g., Chicago, Dallas, etc.

NOTE: If you leave the questionnaire at any time and return at a later date to enter additional information or complete the questionnaire, just answer the three golden questions you created. (The "Unknown" answer is only required for the first time logging into the system.)

- 7. Click on the "submit" button at the bottom of the page to continue.
- 8. You should now be at the "Select Investigation Screen". At the bottom of the page, under the "Actions" column, click on the link "Enter Your Data".
- 9. You should now be at the "Welcome Screen". Read the instructions carefully. This page will provide you with basic information on using and navigating around the e-QIP site. Click on the "Continue" button at the bottom of the page to continue.
- 10. You should now be at the "Form Completion Page". Read this page carefully and click on the "I Have Read and Understand the Above Statement" to continue.



- 11. You should now be at the "E.O. 12968 Screen". Read this page carefully and click on the "I have Read and Understand the Above Document" to continue.
- 12. You should now be ready to enter your information to complete your security questionnaire. The next pages will walk you through each section of the questionnaire and conclude with signature pages that you must print out, sign and return to the security office. At the conclusion of completing your questionnaire, you will have the option to print a copy of the questionnaire for your records. Once everything has been completed, you will be given the option to submit your questionnaire package back to the security office for their review/approval.

Note: At the end of each page, choose "Save" or "Save/Continue" depending on the options given. You should always select "Save/Continue" when that option is available. If the "Save" option is the only button available, choose that option to continue.



Entering Your Data

NOTE: Click "Help" from any screen for specific guidance on functions for that screen.

First Time Data Entry: Before you begin entering data for the first time, read each instruction document listed on the "Read Instructions" screen. Indicate that you have read and understand each document by checking the corresponding checkbox. When finished, click the "submit" button to continue. You must read each document and indicate that you have done so before you may continue.

Question Navigation: From any question screen, you may click the "View Questions Navigation List" hyperlink to go to any desired question. In the Navigation List, an asterisk denotes all questions that do not have an answer entered. When you enter data for a question and click "submit", the asterisk is no longer displayed. Required input fields are marked with an asterisk "*".

<u>Errors and Warnings</u>: After clicking "submit", if the system displays the same screen with "Validation Results" listed at the top, you must satisfy validation criteria (i.e., there was a problem with your submission that needs to be addressed).

For validation "Error" messages, you may correct your data by scrolling to the appropriate field and editing. After making corrections, click the "submit" button at the bottom of the page to save your changes.

For validation "Warning" messages, you may either provide the requested information or click the "EXPLAIN" button next to the message to explain why the information cannot be supplied.

Upon clicking the "EXPLAIN" button you may provide an explanation in the text field or check the box labeled "I do not know the requested information". After choosing an action, click the "submit" button to save your changes.



For validation "Error" and "Warning" messages, you may also choose to click the "continue" button. If you click the "continue" button, you may advance to the next question screen and correct the information at a later time prior to the final submission of your form.

To delete an entry, click on the "delete" button.

If you decide to not make any changes, click on the "cancel" button.

If you make a mistake and want to start over on a given screen, click on the "reset this screen" button at any time prior to clicking the "submit" button.

When you are finished and ready to proceed, click on the "submit" button. Upon clicking the "submit" button, your information will be saved.

Displaying Your Data

When you are ready to display and/or print the information that has been entered into e-QIP, select "Main Menu" from any question screen. Displaying and/or printing can only be accomplished from the Main Menu. Select "Display Your Data" from the Main Menu. A new browser window will then appear which will display on the screen all the data that has been entered up to that point. You can print the displayed data by first selecting "File," then "Print" from the new browser window.

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Instructions for Applicant

Validating Your Data

When you are satisfied that all answers are complete and accurate, return to the Main Menu to select "Validate Your Data."

The validation results show errors that need to be corrected. Read the validation results and the associated errors. Close the window. To correct your answers, select "Enter Your Data" from the Main Menu then select the desired question from the "View Questions Navigation List". To return to this screen after editing your data, click on "Main Menu" and then click "Validate Your Data".

Listing Attachments

You may attach additional information, e.g. resumes, photographs, maps, or any other type of information that you believe would assist with the processing of the personnel security investigation.

Select "List Expected Attachments" from the Main Menu, and the system will display the "Edit Attachments List" screen. This screen allows you to create, delete and edit attachments that you will send with your request. It is the applicant's responsibility to write his or her social security number and the e-QIP request ID number, e.g., 228069, on each page that is attached. Your request ID number is displayed as reflected on page 20.

Certifying Your Data

When you have completed all the questions and are ready to submit the request, click the "Certify/submit Form" hyperlink from the Main Menu and follow the instructions. Ensure that you have completely entered your data, validated your data for errors, and reviewed your data for correctness.



Follow the instructions on the Certify screen. Certify that the answers you provided on the questionnaire are correct and accurate. After certification, your answers to the questionnaire will be locked and unavailable for editing.

You may print an official copy of your data and release forms only after you complete certification. Answer the questions on the Certify screen by clicking in the checkbox to the right of the question to continue the submission process. Once you answer the questions with 'Yes' and click the "submit" button, you will no longer be able to change the data.

As part of the certification process, e-QIP must revalidate your entire questionnaire. This process takes a moment, so please click the "submit" button only once.

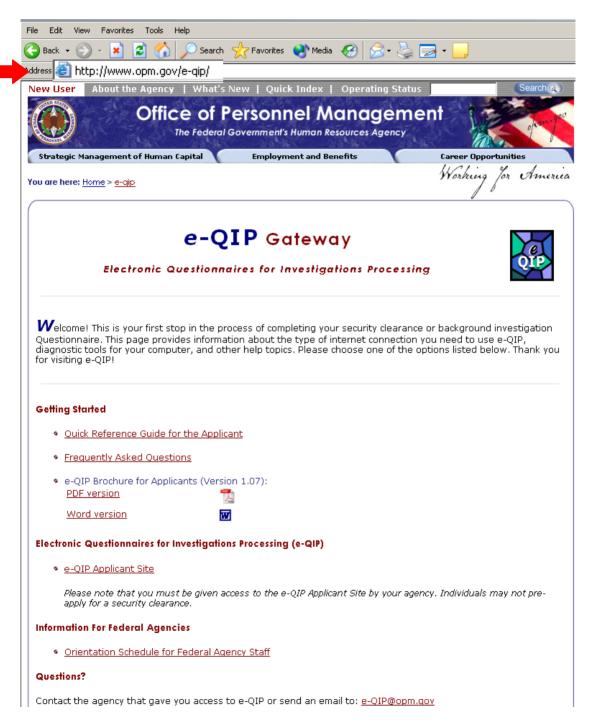
After certification, the system will return to the Main Menu, where you must select "Release Request to Agency." On that screen, you must click the "Release to Agency" button. A pop-up window will ask you "Are you absolutely sure you want to release your request to the Agency?"

You must click the "OK" button to complete your submission. After you have successfully certified your form, you cannot change your data. If you are not ready to submit your request, screen, click the "Cancel" button.

To exit the e-QIP system <u>WITHOUT</u> saving your data, click on the "Exit e-QIP" button. Upon clicking this button, you will be prompted to confirm your intentions. Click the "OK" button in the pop-up box to exit otherwise, click on the "Cancel" button.



How to Access e-QIP

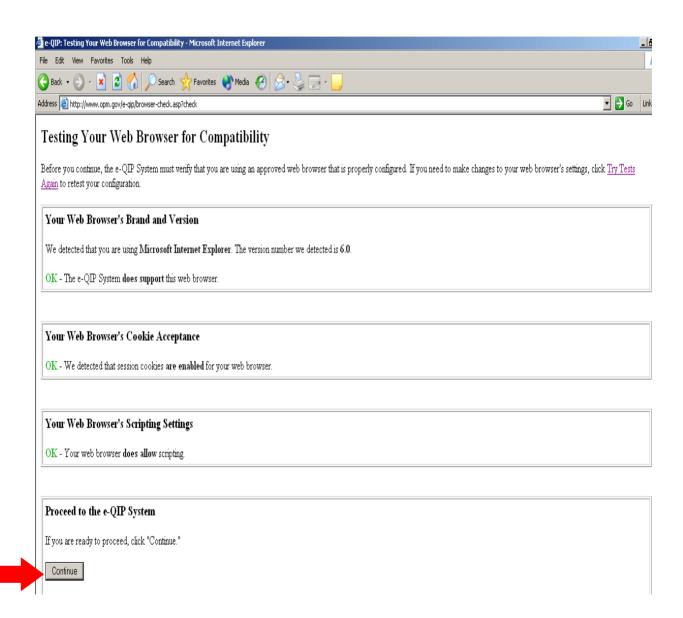




Click on "e-QIP Applicant Site" to begin completion of the questionnaire.



Web Browser Compatibility



Click "Continue" to continue through the process of testing your web browser capability.



Web Browser Compatibility

Your Web Browser's Scripting Settings

OK - Your web browser does allow scripting.

Proceed to the e-QIP System

If you are ready to proceed, click "Continue."

Continue

Note: If your web browser does not connect to the e-QIP System after you click the "Continue" button above, follow these steps to verify that 128-bit encryption is installed and Transport Layer Security (TLS) 1.0 is enabled:

- 1. First, verify that your browser supports 128-bit "strong encryption" by selecting "Help" > "About Internet Explorer" from the web browser's menu. If "Cipher Strength: 128-bit" does not appear in the "About Internet Explorer" window then you will need to install the Internet Explorer High Encryption Pack.
- 2. Next, check the TLS 1.0 setting by selecting "Tools" > "Internet Options" on the web browser's menu.
- 3. Select the tab labeled "Advanced."
- 4. Locate the section labeled "Security."
- 5. Locate the item in that section labeled "Use TLS 1.0." In Internet Explorer, this option is disabled by default. Check the box to enable TLS 1.0.
- 6. Click the "OK" button to save these changes.
- 7. When you finish these steps, click the "Continue" button to try again.

If, after enabling TLS 1.0, your web browser still does not connect, then there may be a connection problem between your web browser and the e-QIP System. Please wait one or two minutes and try again. If you still have difficulties, contact the agency that sponsored your background investigation.

Web Browsers Supported by the e-QIP System

These are the web browsers that the e-QIP System supports. For information about downloading and installation, follow the desired browser's link.

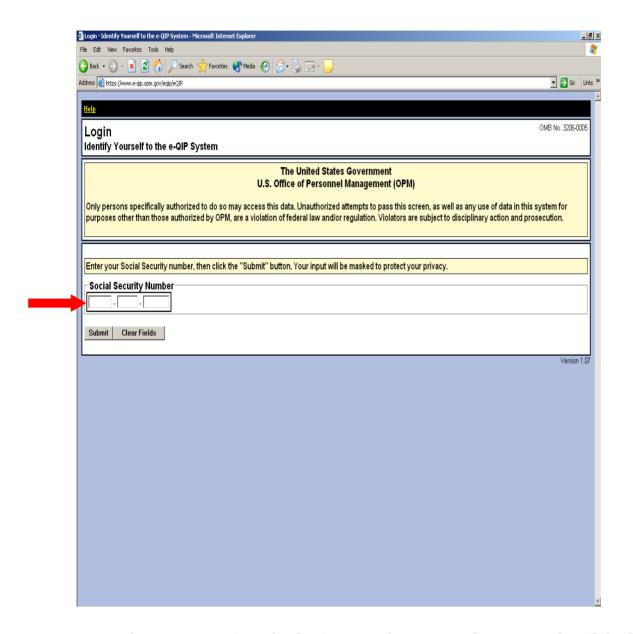
- . Microsoft Internet Explorer 5.5 Service Pack 2 (SP2) and newer for Microsoft Windows. http://www.microsoft.com/ie
- Netscape Navigator 6.x or 7.x and newer. http://channels.netscape.com/ns/browsers/
- Mozilla 0.9.4 and newer. (Version 1.2.1 and newer preferred.) http://www.mozilla.org/

Note: Some identified problems in Netscape 6 x7.x and Mozilla 0.9.x-1.1 are fixed in the latest stable Mozilla release, which is the unbranded version of the Netscape web browser. To get the Mozilla web browser, go to http://www.mozilla.org/, look for the area labeled "Download Mozilla," and click on the link for the operating system you use. We recommend that you use the most current stable version. Look for the text, "This is our latest stable release. New to Mozilla? Get this."

If your web browser does not connect, follow the directions on the screen.



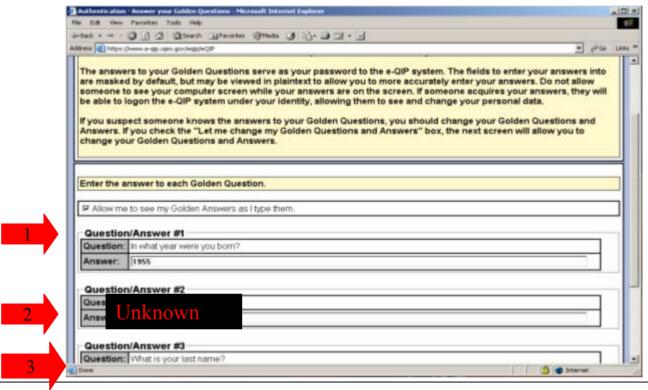
Login to e-QIP



Type in your Social Security Number and click "submit".



Entering Golden Questions



E-QIP presents three Golden Questions in random order:

- (1) Year of Birth
- -(2) City of Birth
- -(3) Last Name

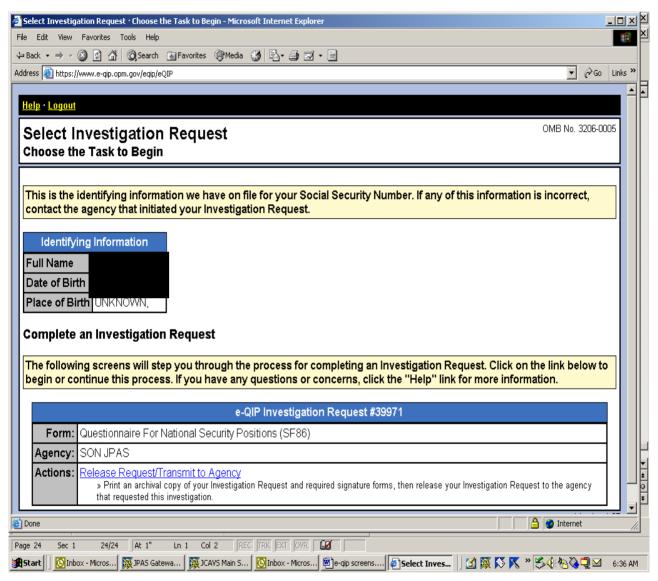
The applicant enters "Unknown" for city of birth.

If you have a Jr or II, etc., after you last name you must enter the information.

You will then be requested to answer your golden questions again and this time, type in your city of birth. These will be the questions to permit you access to e-QIP. 14



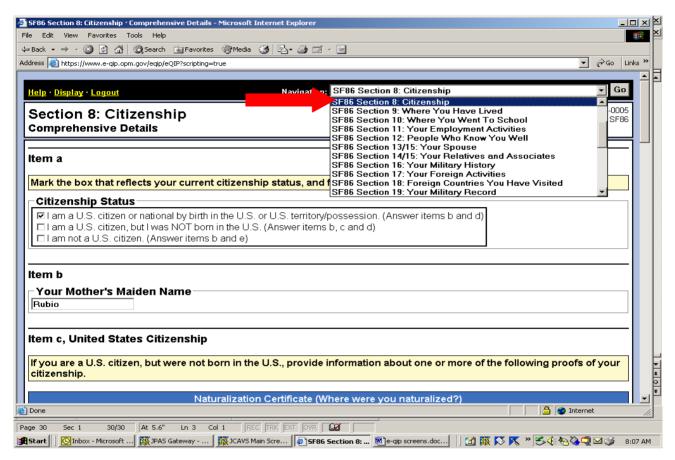
Processing e-QIP



You may now begin to complete the SF-86.



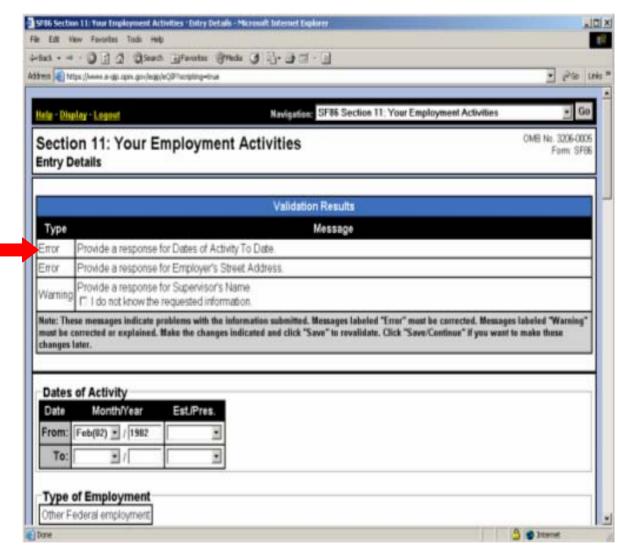
e-QIP Navigation Tool



There is a navigation tool within e-QIP that permits you to go back and delete or add entries. This is where it appears on all e-QIP modules.



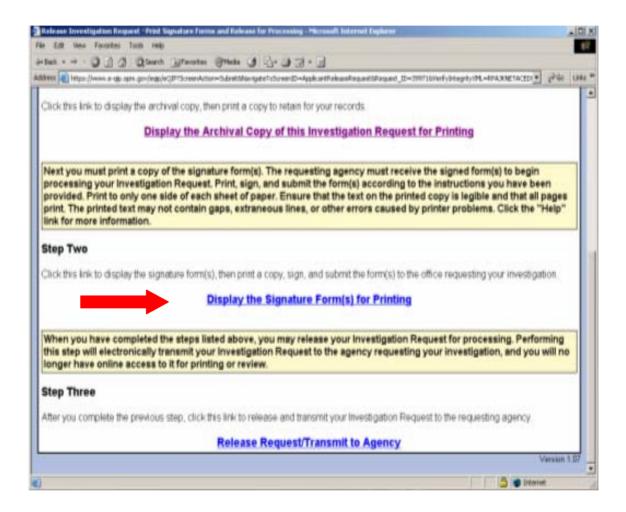
e-QIP Error Messages



As you go through the questionnaire, if information is missing from a module, you will be provided with an error message. This is how e-QIP validates your questionnaire for submission.



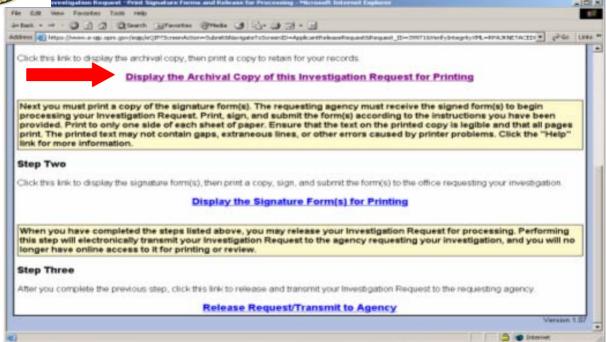
Displaying Your Questionnaire

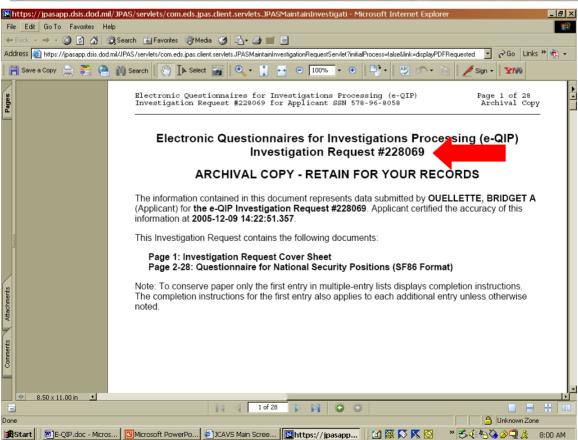


Once you have completed the questionnaire, click "Display the Archival Copy of this Investigation Request for Printing". Ensure you print a copy for your records.

Displaying Your Questionnaire

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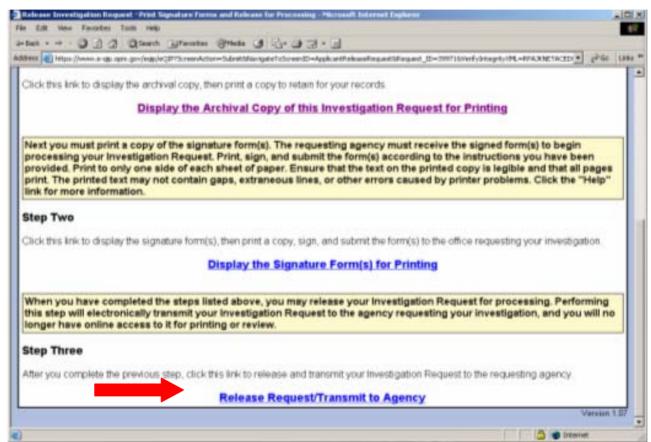




This is your e-QIP Investigation Request Number.



E-QIP Release Forms

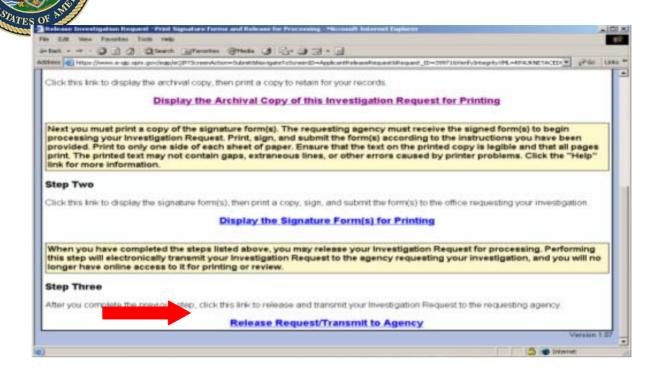


Click "Display the Signature Form(s) for Printing".

The applicant must print, sign and date each of the forms listed below and forward to the Security Manager for submission to OPM.

- •Electronic Questionnaires for Investigations Processing e-QIP), Investigation Request #228069 Signature Forms;
- •Authorization for Release of Information; and
- Authorization for Release of Medical information.

Transmitting e-QIP





Click "Release Request/Transmit to Agency"

Once you have released your request you will not be able to access it. It is submitted to the Security Manager for review, approval and submission to OPM. 21